AUERBACH INTERNATIONAL INC.

Schedule for: Language Services
Federal Supply Group: 738   Class: R608
Contract Number: GS10F0413X
Contract Period: July 29th 2011 to July 28th 2016
Awarded SINS: 382-1, 382-1RC, 382-2 and 382-2RC

Contractor: Auerbach International, Inc.
                64 Mercedes Way
                San Francisco, CA 94127   USA

Business Size: Small Business

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I.   INTRODUCTION

Since our inception in 1990, Auerbach International has been a full-service language agency providing:

- written translation;
- spoken interpreting;
- software and website localization;
- transcription;
- desktop publishing (layout); and
- voiceovers, dubbing, subtitling and production …

… all into 80+ languages and many more dialects. Our subject expertise ranges from legal to IT, healthcare/medical to military/defense, agriculture to education, and commerce to engineering.

From the beginning, we pioneered the art of producing the most rapid deliveries possible using only the finest human linguists. Since then, others have tried to clone our methods (not always successfully but it's nice to be flattered). We also became the only language agency in all North America to be three-time consecutive winners of the independent ValueStar Award for client satisfaction, one of the many parts of the Auerbach Advantage.

With ethnic and global marketing expertise, we can also evaluate whether a text is culturally appropriate for the target audience(s) or should be rewritten in English so that its message will appeal after it is prepared in other languages.

Our Linguists

All of our translators and interpreters have at least five-ten years' professional experience as linguists and in the subject of your text. They are all certified members of the American Translators Association or equivalents and/or have ample past expertise in the language field.

All linguists sign a contract with us binding them to total ***non-disclosure and confidentiality*** of your subject matter and limiting its discussion only to other linguists working on your project.

Environments

We work with:

- ➢ Mac and PC
- ➢ All layout programs (InDesign, Illustrator, FrameMaker, Quark, PageMaker, etc.)
- ➢ HTML, PHP, ASPX, ColdFusion and other website formats.

II.   TRANSLATION METHODOLOGY and QUALITY ASSURANCE

The steps in our Process are as follows:

1. All incoming assignments are given to one of our professional project managers (PM). The PM:

    a) Reviews your text and asks you to clarify any unclear terms or abbreviations.
    b) Forms the language teams and additional teams (layout, voiceover, production, etc.) to implement your project by your required deadline.
    c) Extracts the text from your provided layout program, if needed.
    d) Identifies anything obvious or glaring that would not translate correctly into the target language(s).
    e) Prepares the Translation Memory (TM), a program that re-calls any previously used terminology in that language and identifies repetitive terms within your text so that all can be used consistently.
    f) For large projects (>10,000 words) or if requested by client, prepares with the Translator and in partnership with a contact at your agency a **Glossary** of any technical or multiple-usage terms. The TM also expedites this process.
    g) Keeps you apprised of the project schedule.

2. Initial translation by a professionally trained translator who is a native of your target language and dialect (i.e., Austrian German, Brazilian Portuguese) and has expert knowledge of your subject.

3. Quality Assurance review by a second professional translator with the same qualifications. This "editor" checks for nuances, usage, vocabulary, sentence structure, style, acculturation to the required dialect, etc.

    ■ Both the Translator and the Editor incorporate terms in the approved Glossary.
    ■ Both the Translator and the Editor focus on rendering the concept of the source text into their target languages using target sentence structure and idiomatic terminology rather than providing a word-for-word direct translation, unless that is specifically warranted.

4. Proofreading for spelling, punctuation, grammar, punctuation and formatting to conform to the source text as closely as possible.

5. Layout (if needed), flowing the translations back into the provided source template.

6. Post-layout proofreading to ensure that all captions, word or line breaks, numbers, and other elements were placed correctly.

7. Project Manager final review (quality assurance), especially of multiple language versions, to ensure that all are consistent and all elements are present.

8. PM delivery of the file(s) and updating the Translation Memory to prepare for future projects.

Delivery Timeframes and Quotes

In general, the Translation-Editing-Proofing methodology above requires:

➢ Two-three days for every 3000 words into a European language
➢ Two-three days for every 2000 words into an Asian language.

For Desktop Publishing, please estimate:

➢ One day for Layout of 10-40 pages (depends on complexity of the layout)
➢ One day for post-layout proofing of 10-40 pages (depends on complexity of the layout).

Upon receipt of your source file(s) such as in Word, InDesign, Illustrator, HTML, etc., the Project Manager (PM) will work out a quote which includes the delivery time frame and costs, after analyzing all the elements of your project. This particularly applies to DTP projects, websites, PowerPoint's (PPTs), voiceovers and subtitling assignments.

Should you require faster delivery; the PM can usually arrange that by assigning multiple translators and layout artists.

III.   INTERPRETING METHODOLOGY and QUALITY ASSURANCE

Auerbach International can provide interpreters around the country or around the world to render spoken communication. To minimize your costs, we first strive to source interpreters as close as possible to the assignment location. This avoids unneeded airfares and per-diem expenses. However, we can of course provide interpreters for travel or on-going assignments as needed.

All our interpreters have at least five-ten years' professional experience in the language field and in the assigned subject. This ensures that they know your terminology although prior documentation will help them prepare in advance.

Knowing your desired spoken dialect is critical, particularly for languages with multiple variations such as Portuguese (Brazilian vs. European); Chinese (Mandarin, Cantonese, Shanghaiese, Fukienese, Sechuanese and hundreds of others); Arabic (Moroccan, Egyptian, Saudi, and many others); etc.

Depending on your format (tour, in-house meeting, conference, etc.), we can also provide interpreter transmitters and participant headsets as well as sound booths for simultaneous transmission during conferences.

We shall need to know from you:

1. The session format:

  ➢ Consecutive? (The presenter speaks and is silent while the interpreter interprets.)
  ➢ Simultaneous? (The interpreter interprets while the presenter is speaking, as at the UN). (Simultaneous interpreters usually require a higher skill level and know how to render complex subjects comprehensively).
  ➢ Breakout sessions for conferences?

To avoid mental burnout, multiple interpreters may be required for full-day or continuous assignments having minimal breaks.

2. Language(s) and Dialect(s)
3. Location(s)
4. Day(s) and time(s). Part-day sessions should be scheduled as morning only or afternoon only. Assignments crossing the lunch barrier (e.g., 11 am to 2 pm) must be charged as a full day since, with travel time, the interpreter can take on no other clients that day.
5. Subject
6. Need for interpreter transmitters, participant headsets and/or sound booths for conferences or large-group meetings?

IV.   WEBSITE PROJECTS

Upon request, we shall be glad to provide a separate PDF explaining the website localization process, as it is properly called. Localization involves -- among other phases -- file analysis, translation, editing, proofing, graphic and Flash preparation, engineering (possible alternation of the code for certain languages and/or program code checking), final review, functional testing and QA testing (ensuring that all the links work correctly).

All website projects must be quoted individually according to your particular specs.

V.   VOICEOVER, DUBBING AND SUBTITLING PROJECTS

Multimedia projects usually start with a script.

If the script is not available, we first must transcribe the spoken narrative. If the script is available (or after the transcription), we can then proceed to Translation(s) following the methodology noted above.

The client will be asked to specify whether the translation must conform to time codes (for audio or video) or can just flow with no restriction on the length.

For subtitling, we will ask whether the text must be matched to the picture, and whether the picture (such as stills used in video presentations) can be extended to the time needed for the spoken text.

Language Expansion and Contraction

- ➢ French, Italian, Spanish, Portuguese and Romanian require about 20% more words than English does to render the same concepts.
- ➢ German may require about 10% more.
- ➢ Russian may require 20-30% more.
- ➢ Japanese may be shorter or the same depending on the level of speech used.
- ➢ Chinese and Korean are almost always shorter than English.

If the length of your medium is fixed (i.e., 60 minutes maximum), we may have to cut the narrative by the required percent, retaining the essential meanings, so that when it expands, it will fit into your time codes. Our project manager (PM) can discuss various options with you and, of course, would obtain your approval of any abridged script before it is translated.

Voice talents

After the translation(s), our Project Manager will propose two-three professional voice talents according to your specs (dialect, gender, age range, tone, etc.). These voice samples can be emailed to you as audio files for your review.

After your selection, our voice talents and PM will:

> ➢ record the script,
> ➢ review the recording
> ➢ re-record any errors or omissions
> ➢ do a final proof.

Production and Delivery

Depending on your requirements, our skilled PMs and studio staff will then assemble the parts of your project (voice, video, music, subtitles, etc.) in a professional production studio using a copy of a master file you would initially provide. We can also provide just the audio files, if requested.

The translator and/or voice talent will then do a final proofing and identify any parts that might need to be redone.

Our Project Manager then will deliver the final versions to you within your timeframe.

VI.   PRICING (from July 29th 2011 to July 28th 2012)

Final Award Services and Rates (inclusive of IFF) are as Follows:

SIN No	Service Proposed	Unit of Issue	Prices offered to GSA (including IFF)
382-1	Arabic	Per Word	$0.2200
382-1	Chinese Simp	Per Word	$0.1700
382-1	Chinese Trad	Per Word	$0.1800
382-1	Czech	Per Word	$0.2450
382-1	Danish	Per Word	$0.2650
382-1	Dari	Per Word	$0.2400
382-1	Dutch	Per Word	$0.2700
382-1	Farsi	Per Word	$0.2400
382-1	Finnish	Per Word	$0.2900
382-1	French: Both European and Canadian	Per Word	$0.2000
382-1	German	Per Word	$0.2400
382-1	Hungarian	Per Word	$0.2500
381-1	Indonesian	Per Word	$0.2010
382-1	Italian	Per Word	$0.2200
382-1	Japanese	Per Word	$0.2700
382-1	Korean	Per Word	$0.2400
382-1	Lithuanian	Per Word	$0.2500
382-1	Polish	Per Word	$0.2100
382-1	Portuguese Both European and Brazilian	Per Word	$0.2000

382-1	Russian	Per Word	$0.2200
382-1	Slovenian	Per Word	$0.2400
382-1	Spanish: Both European and Latin American	Per Word	$0.1700
382-1	Swedish	Per Word	$0.2700
382-1	Tagalog	Per Word	$0.2200
382-1	Turkish	Per Word	$0.2000
382-1	Ukrainian	Per Word	$0.2400
382-1	Vietnamese	Per Word	$0.2400
382-1	**File prep**		
	European and Asian Language	Per Hour	$65.00
382-1	**Layout /Desktop Publishing**		
	European Language	Per Hour	$65.00
	Asian (incl Arabic) Language	Per Hour	$75.00
382-1	**Proofreading/ Final QA review as a separate service**		
	European Language	Per Hour	$65.00
	Asian Language	Per Hour	$75.00
382-1	**Voiceovers**		
	European and Asian Language	Per Hour	$210.00
382-1	**Music Mixing**		
	European and Asian Language	Per Hour	$135.00
382-1	**PPT layout/prep**		

	European and Asian Language	Per Hour	$70.00
	Interpretation Services by hour		
382-2	Cebuano	Per Hour	$110.00
382-2	Cebuano	Per Day	$874.53
382-2	Chinese: Cantonese	Per Hour	$125.00
382-2	Chinese: Cantonese	Per Day	$1,416.62
382-2	Chinese: Mandarin	Per Hour	$125.00
382-2	Chinese: Mandarin	Per Day	$1,416.62
382-2	Italian	Per Hour	$131.49
382-2	Italian	Per Day	$800.00
382-2	Spanish	Per Hour	$85.00

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No.
Translation per word	30110 - Foreign Language Translator	1987-0989

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. .

VI.   CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 382-1/1RC and 382-2/2RC

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2.   Maximum Order: $1,000,000.00

3.   Minimum Order: $100.00

4.   Geographic Coverage (delivery Area): Domestic only

5.   Point(s) of production (city, county, and state or foreign country): Same as company address.

6.   Discount from list prices or statement of net price: Government net prices (discounts already deducted). See Attachment.

7.   Quantity discounts: None offered.

8.   Prompt payment terms: Net 30 days

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept over $3,000

10. Foreign items (list items by country of origin): None.

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order.

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor.

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery: Contact Contractor.

12. F.O.B Points(s): Destination.

13a. Ordering Address(es): Same as Contractor.

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es): Same as company address.

15. Warranty provision: Contractor's standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor.

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable):   N/A

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Numbering System (DUNS) number: 78-3633365

26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered.